**MINUTES of FORUM HELD MONDAY**

**NOVEMBER 13th 2017**

**ATTENDANCE: FORUM MEMBERS AND ASSOCIATES**

Arthur Muwonge – Croydon

Audrey Lucas – Enfield- Executive Committee

Barry Hills – Kent

Beulah Mary East - Hillingdon

Colin Hill – Berkshire

David Payne – Southwark

Garner Bertrand - Newham

Habiba Sebbi – Healthwatch Bexley

Inez Taylor - Southwark

James Guest – Ealing

Jan Marriott - Richmond

John Larkin- Company Secretary

Joseph Healy – Southwark – President of the Forum

Louisa Roberts – Tower Hamlets

Malcolm Alexander – Chair, Patients’ Forum

Mary Leung – Harrow

Michael English - Lambeth

Micheala Crawly – Borough of Southwark-Michaela-Business Development Officer

Mike Roberts - Hampshire

Philip Ward – Hammersmith and Fulham

Rashid Ali Laher – Healthwatch Kingston

Shivakuru Selvathurai – South Harrow

Sister Josephine Udine – Croydon- Vice Chair

23

**SPEAKER: Margaret Luce – LAS - Head of Patient and Public Involve**

**Stuart Crichton – LAS – ADO – ARP Lead**

**London Ambulance Service:**

Samad Billoo – LAS - EOC

Angela Hilliard – LAS – Academy

Conal Percy- LAS – Bromley – Community Involvement Officer

Commissioner’s Representatives: LAS Commissioning Team – Nil

27

**APOLOGIES**

Adrian Dodd – Waltham Forest – Healthwatch

Angela Cross-Durrant – Kingston – Vice Chair

Anthony John – Tower Hamlets

Arif Mehmood - Newham

Catherine Gustaffe – Southwark

Christine Kenworthy– Kent

Graeme Crawford – Ealing

Graham Clark – Greenwich CFR

Jan Duke - Southwark

Jos Bell – Socialist Health Association

Kathy West – Southwark

Lynn Strother – City of London Healthwatch – Executive Committee

Natalie Teich – Healthwatch –Islington

Robin Kenworthy – Kent

1. **Minutes of the meeting held October 9th 2017 were agreed a correct record.**

1.1 Matter arising

1.2 See ACTION LOG which is attached.

1. **Meeting with the Mayor of London – Handover waits at A&E**

2.1Following a request from the Forum for a meeting with the Mayor, and support

from Assembly member Caroline Pidgeon, the Mayor’s office has agreed to a

joint meeting with the Forum and LAS to discuss ambulance queuing at A&E

departments and the impact on patient care. The meeting will take place on

December 8th.

1. **LAS Academy**

**3.1** Forum members are participating actively in development of the paramedic

programme which is designed to enable Emergency Ambulance Technicians and

Emergency Ambulance Crew to upgrade to HCPC registered paramedic. A

committee of 3 Academy staff and 3 Forum members has been set up – the

Patient and Public Involvement Programme – PPIP - to develop and monitor PPI

in the work of the Academy.

3.2 Angela Hilliard, Clinical Tutor at the Academy attended the Forum members and

thanked the Forum its support and collaboration and explained the importance of

patient and the public participating in staff development.

3.3 Jan Marriott praised the work of the academy and welcomed the opportunity to

observe and comment on its work.

1. **Mock CQC Inspections of the LAS**

4.1 With the imminent CQC inspection of the LAS, Forum members have agreed to

participate in an inspection of the LAS to detect weaknesses in the any aspect of

the LAS services. The mock inspections will take place on November 29th and

30th. Members were encouraged to participate.

4.2 **Emergency Operations Centre:** Nine members participated in observation

shifts of the EOC. A report will be presented to the December meeting of the

Forum.

1. **LAS Complaints Audit and the Charter for Urgent and Emergency Care**

5.1 The Forum presented this Charter to the LAS as a draft and following revision, it

was presented to the LAS Board on October 31st and agreed in principle.

Following amendments it was agreed by the LAS Executive Team and will be

distributed to service users.

5.2 The LAS agreed to enable 3 Forum members to examine complaints as part of

the process of independent assessment. However, the LAS have been unable to

agree a process which enables adequate and appropriate governance

arrangements to be put in place.

1. **Defibrillator Campaign**

6.1 The Forum has contacted all London boroughs to promote the installation of

defibrillators in London schools and pharmacies and asked them to contact their

local Boots pharmacies to encourage purchase and install of defibrillators.

The report: “Access to Defibrillators in London Schools, local authorities and

Pharmacies.” was presented to the meeting.

6.2 Boots Campaign. Boots have agreed to install defibrillators but not purchase

them. The Forum produced a poster to publicise the refusal of Boots to

purchase and install defibs and this was sent as a draft to Boots Directors

asking them for their comment. No formal response has been received.

AGREED to retarget the campaign with a focus on human rights aspects, e.g.

Article 8 of the Human Right Act – Right to a private and family life.

1. **Withdrawal of Performance Data by the CCG Commissioners and LAS**

7.1 Malcolm reported that Brent CCG which commissions the LAS has refused to

provide data about the performance of the LAS to the Patients Forum, despite

sending the data to all CCGs in London. The CCG claim the data is unvalidated,

but have failed to tell the CCGs that the data is unvalidated. The Forum has

written to the CCG to complain about their refusal to supply data, but the CCG

told the Forum that data should be provided by the LAS. The LAS has agreed to

provide data but has not done so for several months.

Agreed to focus on the Winter Pressures data.

**ACTION: Raise issue as a formal complaint to the LAS and CCG.**

1. **Recruitment of Paramedics, Technicians and Emergency Ambulance Crew**

8.1 Noted that there is no evidence that the percentage of front line staff from a BME

heritage has increased. About the same number of BME staff recruited, are

leaving – about 25 in each case. The next Equality and Diversity Committee will

be held on December 6th and attended by Beulah East and Audrey Lucas on

behalf of the Forum.

1. **LAS Strategy**

9.1 Noted that the Forum met the LAS on October 17th 2017 to discuss their strategy

and will provide a response to the draft strategy during December. An LAS PPI

meeting on the strategy is planned for December 7th. The Forum will meet the

LAS for further discussions on the strategy during December.

**10 Stuart Crichton - Assistant Director of Operational Transformation**

10.1Stuart updated the Forum on the development of the LAS digital strategy**,**

which includes providing handheld IPAD to all staff over the next few

months. He explained the advantages of this approach which includes easy

access to CmC clinical statement for patients at the end of life who have

prepared an end of life care plan and other applications which include access to

111 services and alternative care pathways though the MIDAS system.

Paramedics will also be able to have access to local knowledge in the area

where the patient is receiving treatment. This will allow access to clinical data

and the ability to refer to other community and acute services. They will also

have access to the JRCALC on line instead of using a pocket book. This will

allow automatic updates to JRCALC. Stuart said that many more innovations

will follow allowing access to a wide variety of information sources and services.

In concluding his presentation, Stuart said the IPAD is a brilliant device, which

will give all front line staff greatly enhanced resources for the treatment of

patients.

[**http://healthylondon.org/hlp-**](http://healthylondon.org/hlp-) **archive/sites/default/files/16.%20Access%20to%20Service%20Information%20Using%20MiDoS.pdf**

1. **PATIENT ENGAGEMENT UPDATE–MARGARET LUCE**

11.1 Margaret described the work of the public engagement team and the LAS

Public Engagement Strategy. She said was important for the Strategy to

have meaning for both patients and staff. She gave the LAS Academy as an

example of recent work where the Forum participated in the development of

LAS staff to become paramedics. Margaret described the PPI Group that she

leads, which has a monitoring and development role for engagement activities

and events.

11.2 Amongst the engagement events that Margaret described were ‘

prevention of knife crime; promotion of CPR and resuscitation skills, and

carrying out 518 community events with 328 LAS staff volunteers. So far 1217

staff have offered to volunteer for public events.

11.3 Engagement activities also include promoting techniques to improve

communications e.g. by the rolling out of Braille name badges for staff. This is

particular important in providing protection for people who are blind by enabling

them to identify the LAS staff member proving care for them.

11.4 Margaret said that the LAS has 10,000 public members and that her team

consists of 4 public education officers: Sukhi, Katy, Emma who are paramedics

and John who specializes in knife crime awareness. The activities of the

team and staff volunteers are coordinated by Ruth Lewis and Lauren Murphy.

11.5 As an example of the work done by the Public Community Education Officers,

Margaret described Katy’s work with Haringey schools, her health promotion

work and advice about acid attacks.

11.6 Mike Roberts asked which type of requests Margaret’s team were currently

unable to meet? Margaret said that 75% of requests were currently met, but

they would like to do more work with specific groups who would most benefit

from the sessions. Note the team works with Traveller’s communities and Pupil

Referral Units.

11.7 Beulah East asked whether all age groups were included in the Team’s work?

Margaret replied that all age groups were included and that in additions careers

work was included in their remit supporting colleagues in Recruitment.

11.8 Joseph Healy asked whether the alcohol awareness work had been restarted in

preparation for Christmas and the New Year. Margaret thought there would be

a joint campaign, similar to the one last year.

11.9 Margaret described the outstanding work of the Insight Project in which the LAS

had worked with the Merton Sickle Cell Group, a personality disorder group and

a Lewisham group that supported people with breathing disorders. She

described the setting up of focus groups and the collaboration with Jessie

Cunnett who provides expertise in PPI. She said the work was carried out in the

locations chosen by each group and that the interactions were very powerful.

As an example of outcomes she described the insight provided by the

‘breathing difficulties’ group about the problems of communicating when

breathless. In relations to the ‘personality disorder’ group working was going on

to co-design training materials for staff. Work with the ‘sickle cell group’

provided significant opportunities for LAS staff to understand better the pain

and distress associated with a sickle cell crisis and how best the LAS can

respond.

11.10 The development of this work had been led by Conal Percy who is the

Community Involvement Officer for the Bromley area. He also prepared Action

Plans for the Insight Project.

11.11 Margaret said that this work had been funded by NHS England and it had

been a great privilege to lead it implementation and participate in the roll-out

of the programme.

11.12 Sister Josephine congratulated Margaret on an excellent programme of work

which had brought about service improvement and closer working

relationships with the public.

11.13 Rashid Ali described the work he was participating with Public Health in

Kingston which was aimed at creating more effective and responsive services

for elders. He said that a Partnership Reference Group had been established

between the statutory and third sector and suggested the LAS should

collaborate with the important development.

11.14 Jan Marriott emphasized the importance of communicating and working with

people who have a single significant condition. She said that sharing

experiences changes lives and the word then spreads and gives hope and

creates help and support for people whose needs have not been met. She

said that sowing these seeds is very important for disadvantaged

communities. She suggested putting in a bid to NHS England for more money

to carry out similar projects.

11.15 Joseph Healy asked if Margaret’s team had focused on the needs of particular

culture and language groups, e.g. the Portuguese community in Lambeth.

Margaret said that they had not focused in that way so far, but that the team

was always happy to respond to requests from different groups if they could.

11.16 Garner Bertrand emphasized the importance of the LAS getting involved with

Youth Offending Teams to find way of reducing the violence and terrible loss

of life suffered particularly by young black men. Margaret said that a member

of her team John, was the lead on knife crime and visited groups of young

people to explain why knives should not be carried and the terrible

consequences of stabbings. This work includes Youth Offending Teams.

11.17 James Guest described the work as brilliant and an important contribution to

the development of staff. He said that feedback to crews was invaluable and a

real morale booster for those on the front line.

11.18 Margaret Luce and her team were thanked for their outstanding work with the

community, front line staff, the Insight project and the Patients’ Forum.

**12.00 Development of Forum Communications**

12.1 Sister Josephine thank members for their contribution to the work of the Forum

and with progressing service development in the LAS.

12.2 Joseph Healy proposed that the Forum focused much more on publicizing its

work and agreed to set up a Twitter account for the Forum and as its President

to be the Chief Tweeter. He also suggested getting articles into the HSJ.

12.3 Audrey Lucas proposed that the Forum produce a regular newsletter and this

was agreed.

12.3 It was agreed to keep a log of Forum member’s time contributions to the work

of the Forum and to publish the details of the social capital contributed by the

Forum to the development of the LAS.

12.4 Gather information about work which is developing to create recontact teams

for older people who have fallen and have not been taken to hospital but need

contact in case of further problems.

**13.00 Reports - The following reports were received –**

13.1 LAS PPI Committee

13.2 Meeting with Elizabeth Ogunoye, LAS Commissioner

13.3 LAS Board meeting and Questions to the Board

13.4 LAS Strategy. Copies of the Strategic Intent were provided to members.

13.5 Maternity Conference

**14.00 Q Volunteering Project**

14.1 Noted that this project which had been funded by the Cabinet Office initially

later by the Department for Digital, Media, Culture and Sport was facing

considerable difficulties because of a major disagreement between the LAS

and the DDMCP about the objectives, operation and governance of the

project. Meetings had been held with Briony Sloper and Ted Nyatanga on the

difficulties faced by the project. It was understood that the Chair of the LAS is

to meet with Minister to discuss the way forward. Members expressed concern

that the original brief of the project to focus on recruiting volunteers from a

BME background was did not seem to be the main priority of the project when

in operation. Sister Josephine agreed to keep the Forum informed about

future developments.

15.0 **The meeting finished at 7.30pm**

**PATIENTS' FORUM AMBULANCE SERVICES (LONDON) LIMITED**

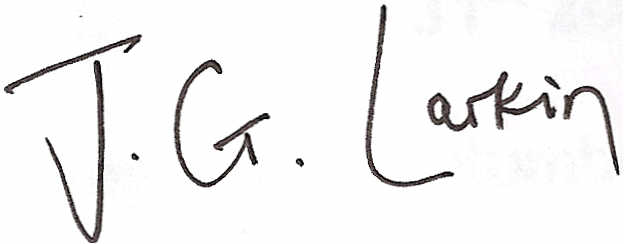
The 2017 ANNUAL GENERAL MEETING of the Company was held at the London Ambulance Service Headquarters, 220 Waterloo Road, London SE1 8SD on Monday 13 November 2017 at 7.00 p.m.

**Minutes of the AGM**

**John Larkin the Company Secretary opened the meeting. He said that this was the 10th Anniversary of the Corporate establishment of the Company.**

1. It was proposed John Larkin and Seconded by Joseph Healy that the Report and Financial Statement of the Company for the year ended 31 December 2016 be received and adopted by the meeting. This was agreed unanimously.
2. It was proposed by Malcolm Alexander and Seconded by Audrey Lucas that Sister Josephine Mary Udie, as a Director retiring   
   by rotation in accordance with the Company's Articles of Association, and being eligible for re-election, be re-elected as a Director of the Company.
3. It was proposed by Michael English and Seconded by Dave Payne that Belinda Moira Strother, as a Director retiring   
   by rotation in accordance with the Company's Articles of Association, and being eligible for re-election, be re-elected as Directors of the Company.
4. AOB – There were no items under AOB.

Dated this 13th day of November 2017

BY ORDER OF THE BOARD   


John Larkin   
 Director and Company Secretary